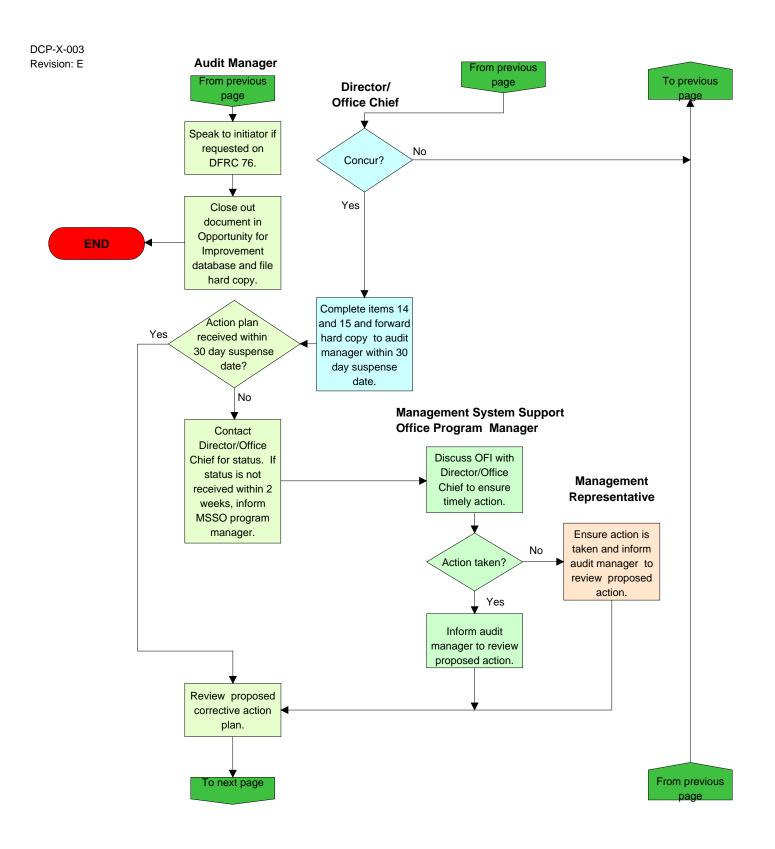
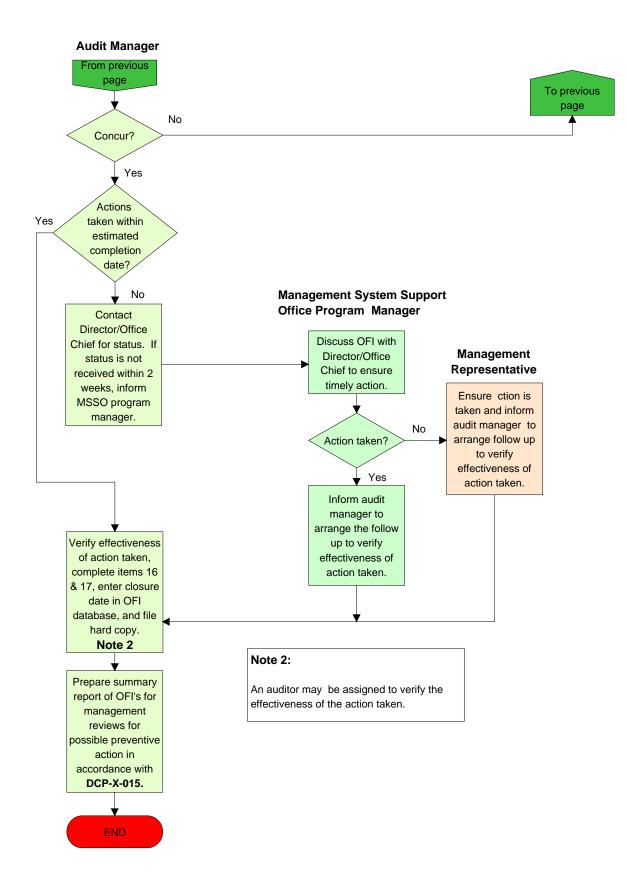
Initiator (Note 1) MANAGEMENT SYSTEM PREVENTIVE ACTION AND OPPORTUNITY FOR IMPROVEMENT **START Audit Manager** Dryden Flight Research Center \forall **DCP-X-003** Assess for primary Complete Revision: E responsibility Opportunity for and discuss DMS **Objectives:** Improvement improvements with Form (OFI) MSSO Program -to ensure that customer comments are addressed quickly DFRC 76 blocks Manager. -to ensure that management system improvements are taken 1 through 7, and -to implement an escalation system when action is required forward to MSO -to monitor changes to the management system to prevent adverse effects Office. -to promote a user friendly system to improve the DFRC Management System (DMS) Valid DMS Yes -to avoid similar problems being worked in multiple directorates or offices OFI? -provide input to Management Review for possible Preventive Action -to implement an escalation system when corrective actions not taken No Return to Initiator Electronically approved by **END** with explanation. Assistant Director for Management Systems Reference: **Preventive Action** Enter/arrange for -Action taken to eliminate the causes of a potential entry into nonconformity in order to prevent occurrence Opportunity for Improvement Opportunity for Improvement Database, -Action taken to improve the management system complete items 8through employee ideas and external customer 10 & 18, and file comments original/copy. Director/ Note 1: Office Chief Forward Opportunity for -Any manager at DFRC in receipt of a customer Improvement comment/ concern document to Action Yes -Any employee as a result of analysis of operation, appropriate required? documentation, data and records Director/Office -Management Representative as a result of Chief with 30 day management review process per DCP-X-015 No suspense cycle. -Audit Manager as a result of audit trend analysis Complete items 12, 14, & 15 of **DFRC 76** Adverse Nο stating reason for **Assignee** system not taking action impact? Investigate to and forward determine cause. Yes signed hard carry out/initiate copy to audit Pass information to immediate manager. the management corrective action system support and/or further long office program term corrective manager. action to prevent Assign reoccurrence. responsibility for resolving problem **END** and complete item Complete items 12 11 of **DFRC 76.** and 13 of DFRC 76 and forward to Director/Office Chief. From previous page Before use, check the NASA PBMA website at http://pbma.nasa.gov for the current revision Page 1 of 3



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DOCUMENT HISTORY PAGE

This page is for informational purposes and does not need to be retained with the document.

DATE APPROVED	ISSUE	PAGE	AMENDMENT DETAILS
12/3/98	Baseline		
2/9/99 title, modified Note 1 and added N	Rev A lote 2.	1	Modified signature block from "Approved" to "Electronically Approved by", changed
3/1/99	Rev B	All	Major modification made to the flow chart
4/20/99	Rev C	All	Major modification made to the flow chart
9/30/99 Rev D All Page 1: changed title; revised 2nd objective; modified "Initiator" block; modified blocks 1& 4 and added blocks 2 & 3 of "Audit Manager"; modified blocks 2 & 3 of "Director/Office Chief"; and block 2 of "Assignee". Page 2: modified block 2 of "Director/Office Chief"; modified blocks 6 & 7 of "Audit Manager"; and changed title of "MSSO Office Chief" to "MSSO Program Manager".			

See IDMS Document Master List Rev E All Established escalation system instructions, defined preventive action per ISO 8402, changed "MSSO Project Manager" to "MSSO Program Manager" throughout flowchart, and added links.